

# Galleries Medical Practice

## Inspection report

Health Centre  
The Galleries, Washington Centre  
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This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

## Ratings

### Overall rating for this location

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Requires improvement 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Galleries Medical Practice on 22 January 2019 as part of our inspection programme.

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We have rated this practice as good overall.

We have rated the domain of responsive as requires improvement because:

- Results of the National GP survey for appointment access were lower than local and national average scores.
- Feedback on the NHS Choices website raised concerns about the practice availability of appointments.
- The common theme to the practice formal complaints was regarding appointment access.
- While the practice had recently changed the appointment system following negative feedback about access from a patient survey it was too early to demonstrate whether these changes had made a difference to patient opinion.
- However, we rated the population groups in this domain as good as services were planned and delivered in a way that met the needs of the local population.

The matters that led to the key question of 'are services responsive' being rated as requires improvement applied to all population groups, hence they are all rated as requires improvement for being providing responsive services. There were also some examples of good practice:

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice had systems in place so that safety incidents were less likely to happen.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

The areas where the provider **should** make improvements are:

- Continue to try and identify carers.
- Continue to monitor the practice appointment system and patient feedback regarding the this.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Professor Steve Field** CBE FRCP FFPH FRCGP  
Chief Inspector of General Practice

## Population group ratings

<b>Older people</b>	<b>Requires improvement</b> 
<b>People with long-term conditions</b>	<b>Requires improvement</b> 
<b>Families, children and young people</b>	<b>Requires improvement</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Requires improvement</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Requires improvement</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Requires improvement</b> 

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser and a CQC observer.

## Background to Galleries Medical Practice

Galleries Medical Practice provides services to around 10,600 patients from;

- Galleries Health Centre, Washington, Tyne and Wear, NE38 7NQ

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury, family planning and surgical procedures.

Galleries Health Centre is in purpose built premises; there is another GP practice on the same level and secondary care services in the building. The practice is based on the first floor. There is level access and lifts in the building. The car park for the building has disabled parking and general parking is available in the shopping centre which is close by.

The practice is a recent merger of two separate practices from the same building in July 2017.

The practice has three GP partners, two male and one female and three long term locums. There is one advanced nurse practitioner, three practice nurses and one health care assistant. There is a practice and support manager and 11 staff who undertake administration duties.

The practice provides late evening, weekend and bank holiday appointments; they are part of the local GP federation of GP practices who work together to provide appointments with GPs, nurses or health care assistants outside of their normal working hours. Patients can contact the practice reception team to arrange appointments. When this service is not provided patients requiring urgent medical care can contact the out of hours provided by the NHS 111 service.

The practice is part of NHS Sunderland clinical commissioning group (CCG). The practice provides services based on a General Medical Services (GMS) contract agreement for general practice.

Information published by Public Health England, rates the level of deprivation within the practice population group as five, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is the same as the national average at 79 years. Female life expectancy is 81 years compared to the national average of 83 years.